Figure 1

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104

Server

Network
102

Client — 108

Client — 110

Client — 112

106 — Storage

100

Figure 2

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the Internet With an Expert
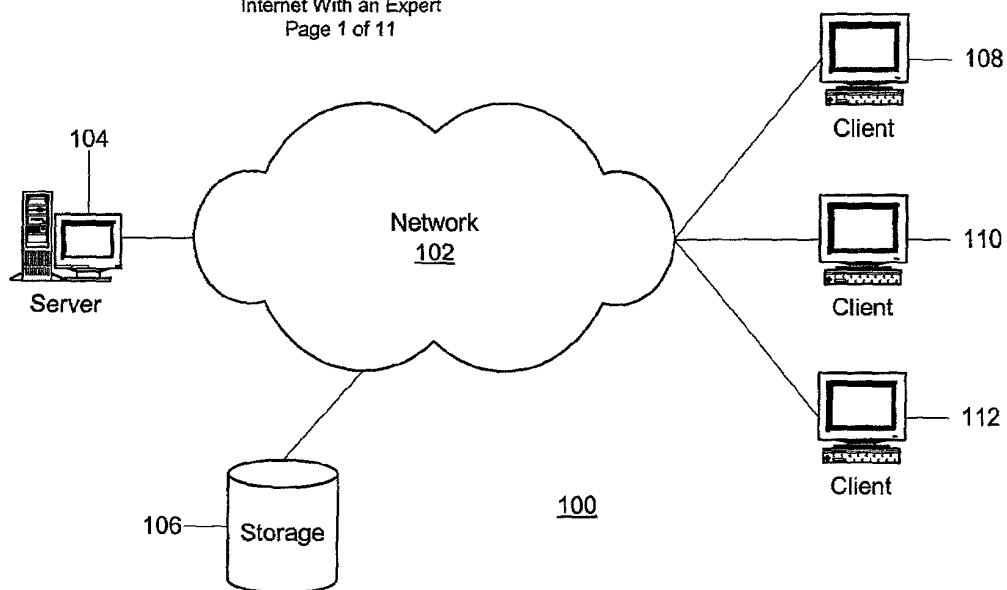Page 2 of 11

Figure 3

Figure 4

Graphical User Interface
402

Menus 404	Preferences 408	Navigation 406

Graphical Display
418

Layout 420	Rendering 422	Window Management 424

Language Interpretation
412

HTML 414	Javascript 416

Communications
410

Figure 5

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WEB
SERVER
504

WEB
SERVER
506

Network
502

EXPERT
WEB
SERVER
512

LIVE
EXPERT
516

CLIENT
508

BROWSER
510

EXPERT
WEB
SERVER
514

LIVE
EXPERT
518

LIVE
EXPERT
520

Figure 6

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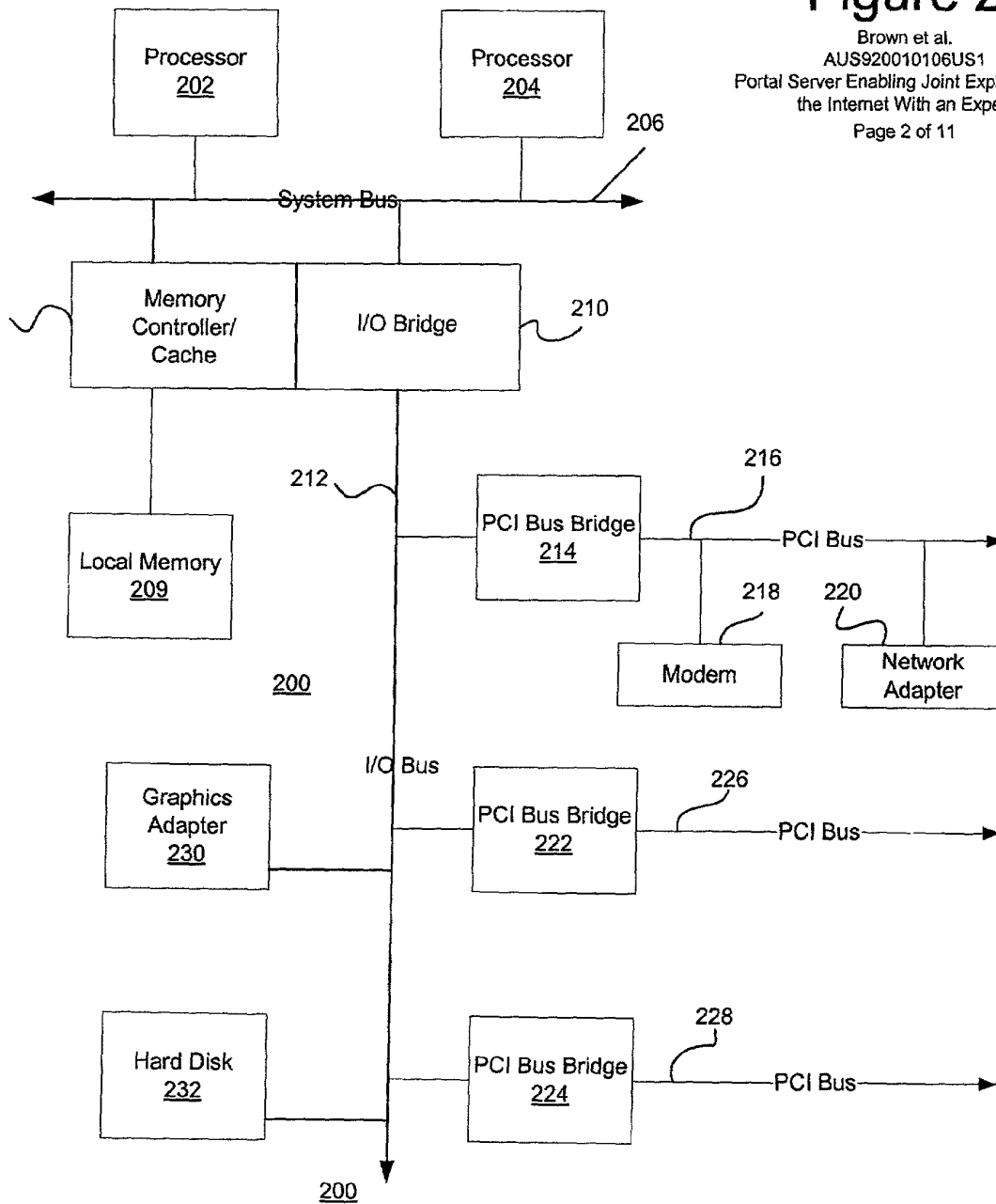Internet With an Expert
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```
                    ┌──────────┐
                    │  Start   │
                    └──────────┘
                         │
                         ▼
              ┌────────────────────┐
              │   Expert web       │
              │ server receives    │
              │   assistance       │
              │   request for      │ ◄──────────┐
              │   information      │            │
              │   from client      │            │
              │       602          │            │
              └────────────────────┘            │
                         │                       │
                         ▼                       │
              ┌────────────────────┐            │
              │   Expert web       │            │
              │ server receives    │            │
              │   input from       │            │
              │   expert to find   │            │ Yes
              │    requested       │            │
              │ information for    │            │
              │     client         │            │
              │       604          │            │
              └────────────────────┘            │
                         │                       │
                         ▼                       │
              ┌────────────────────┐            │
              │   Expert web       │            │
              │     server         │            │
              │    transmits       │            │
              │ information to     │            │
              │     client         │            │
              │       606          │            │
              └────────────────────┘            │
                         │                       │
                         ▼                       │
                    ╱─────────╲                 │
                   ╱ Client    ╲                │
                  ╱ requesting   ╲──────────────┘
                 ╱  additional    ╲
                ╱ information from  ╲
                ╲  expert server?   ╱
                 ╲      608        ╱
                  ╲──────────────╱
                         │
                         │ No
                         ▼
                    ┌──────────┐
                    │   End    │
                    └──────────┘
```
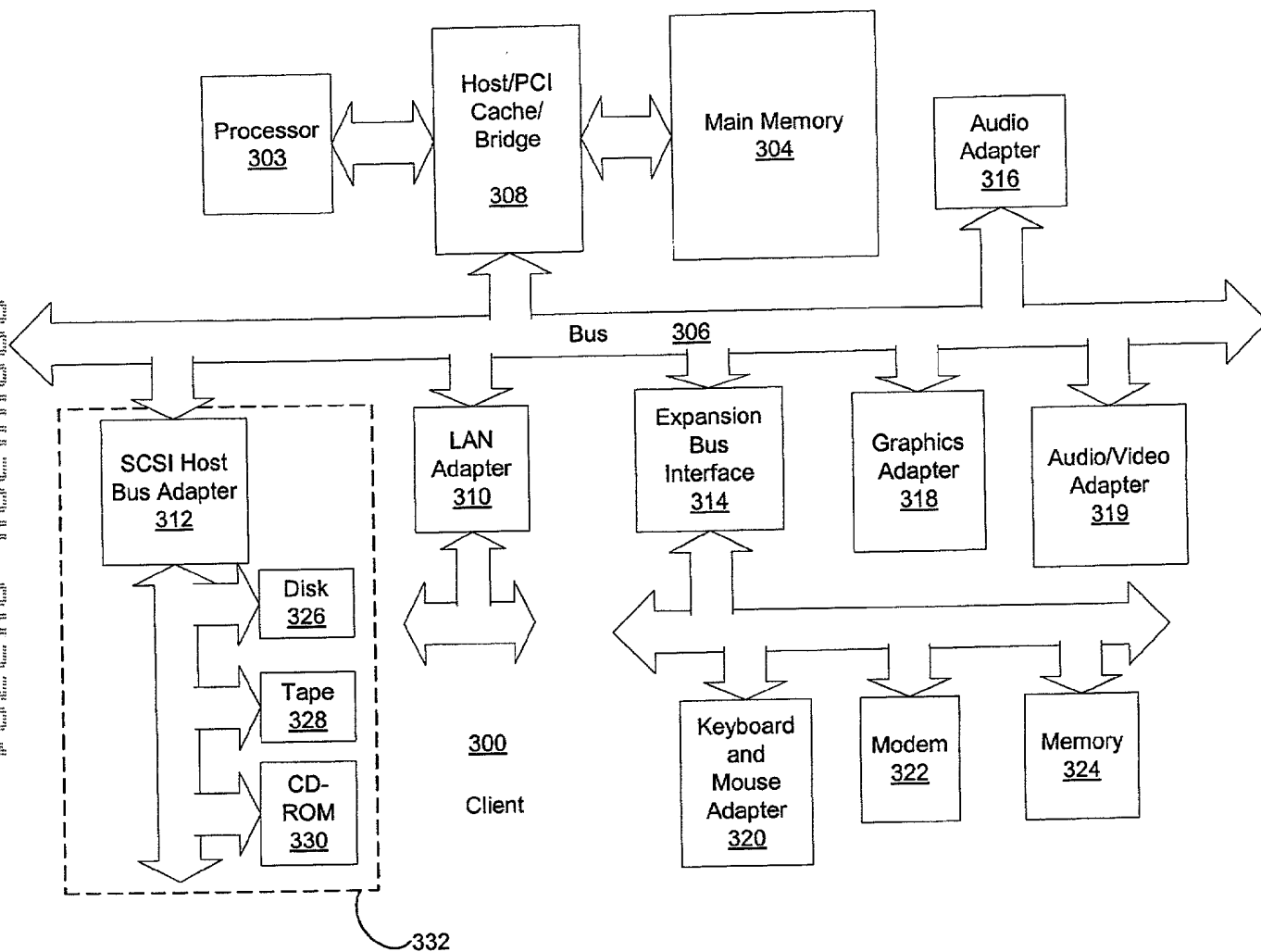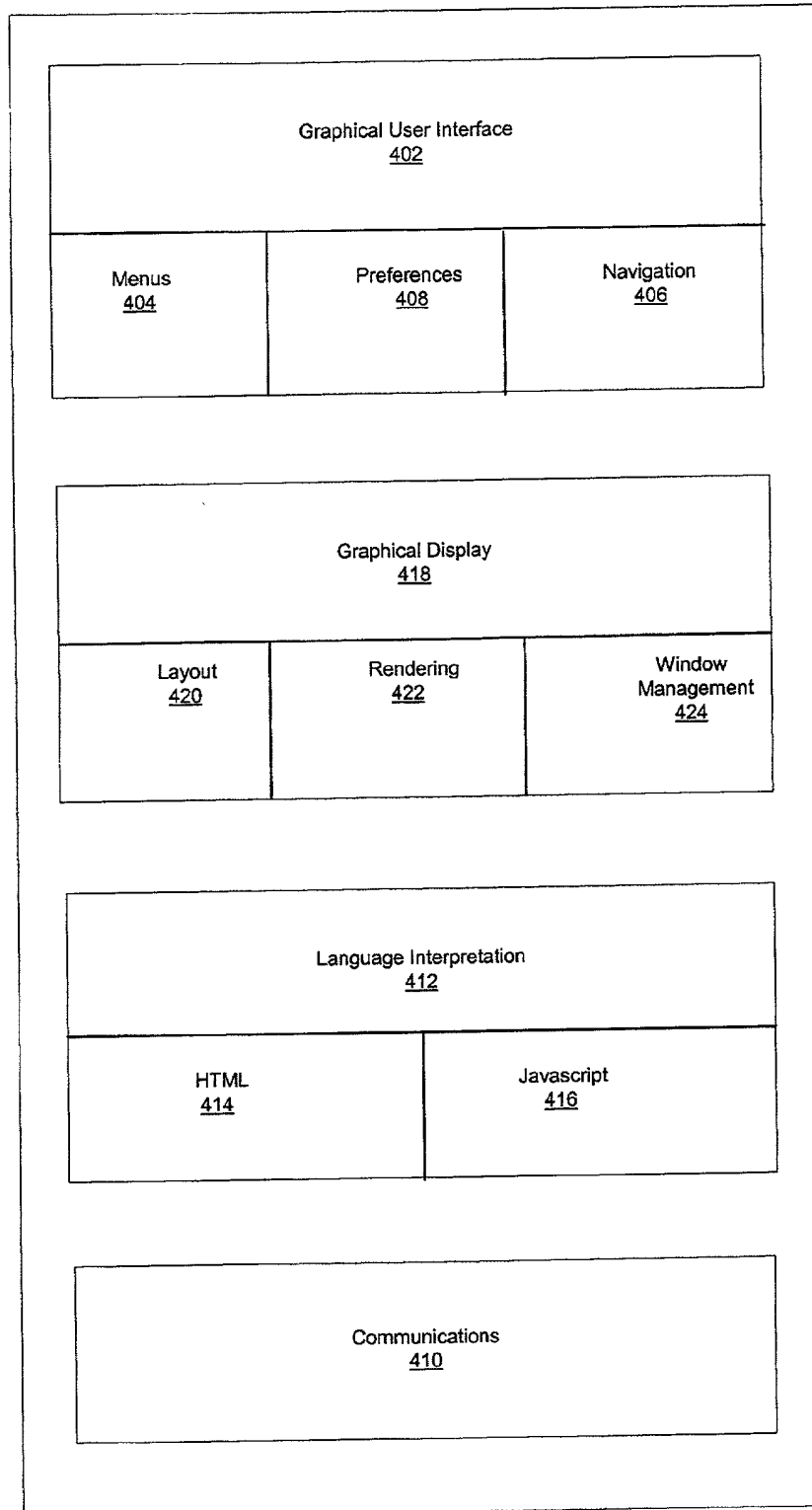
Figure 7

Expert	Connected?	Availability	Rate
516	connected	9 am-5pm	$5.00/hr
518	not connected	10pm-5am	$10/hr
520	connected	11 am-2 pm	$15/hr

_700_

Expert Web Server _702_

Expert - 516

Expert - 518

Expert - 520

Figure 8A

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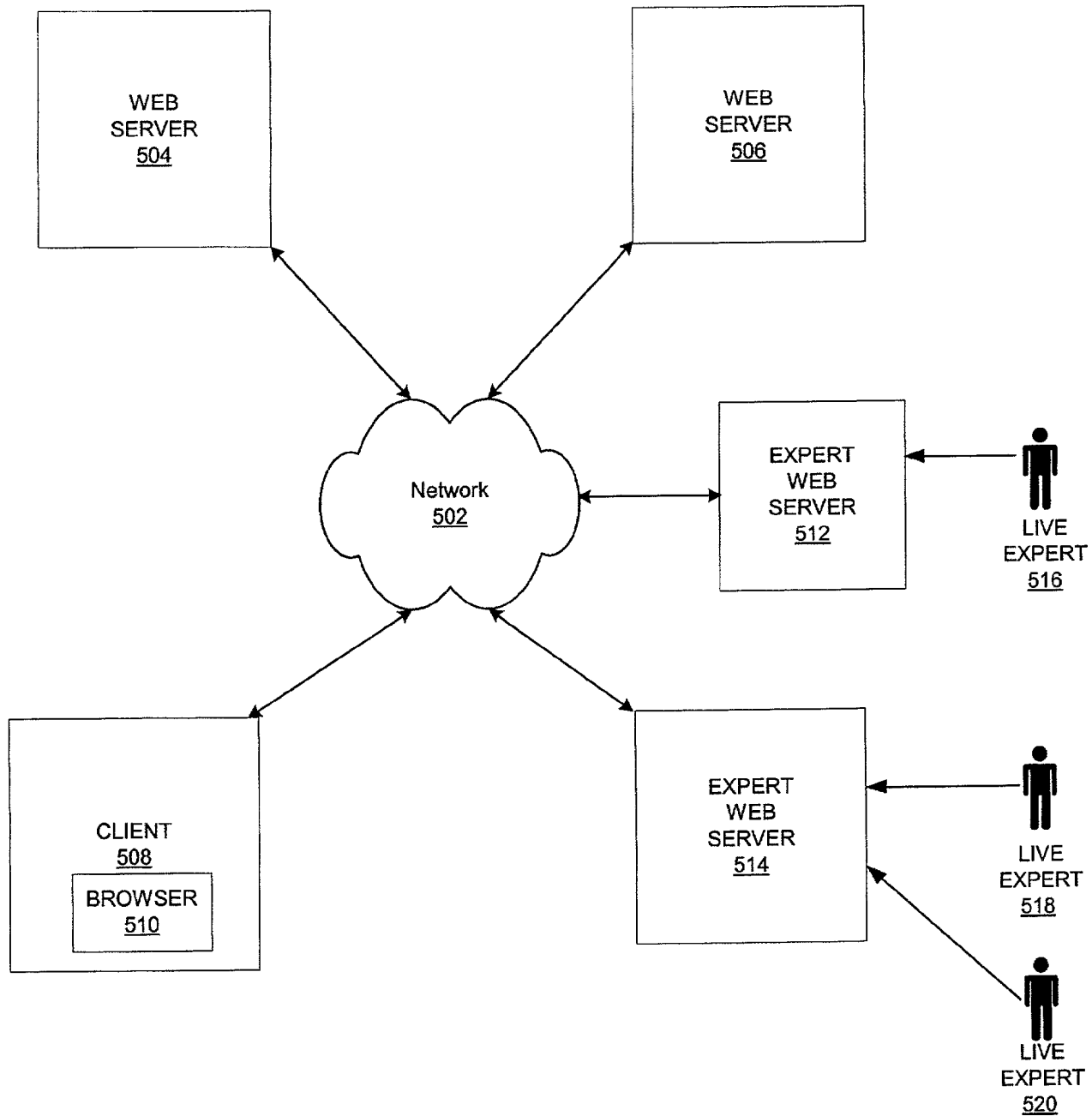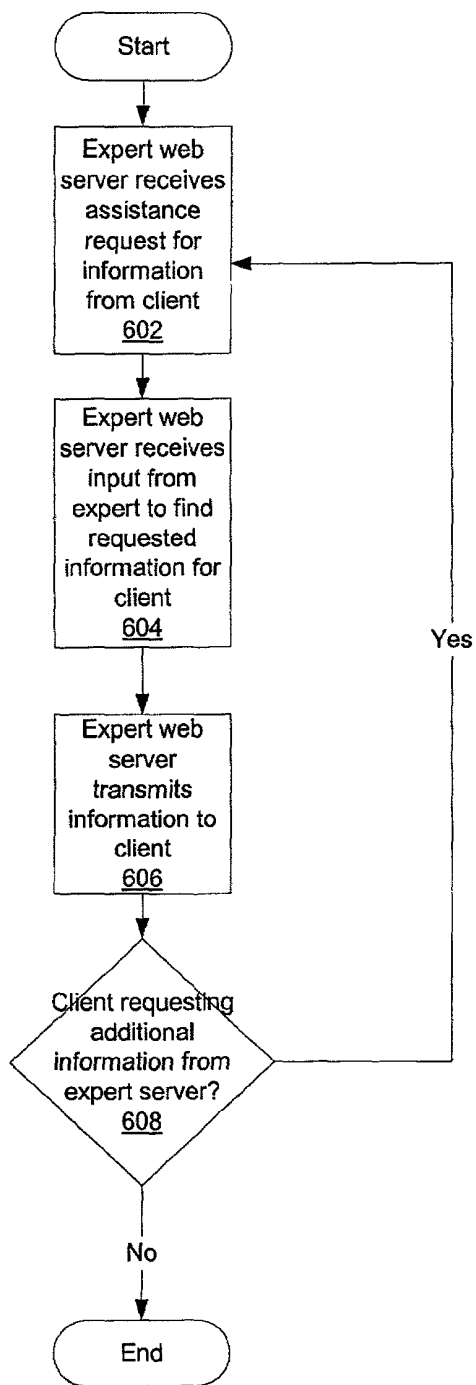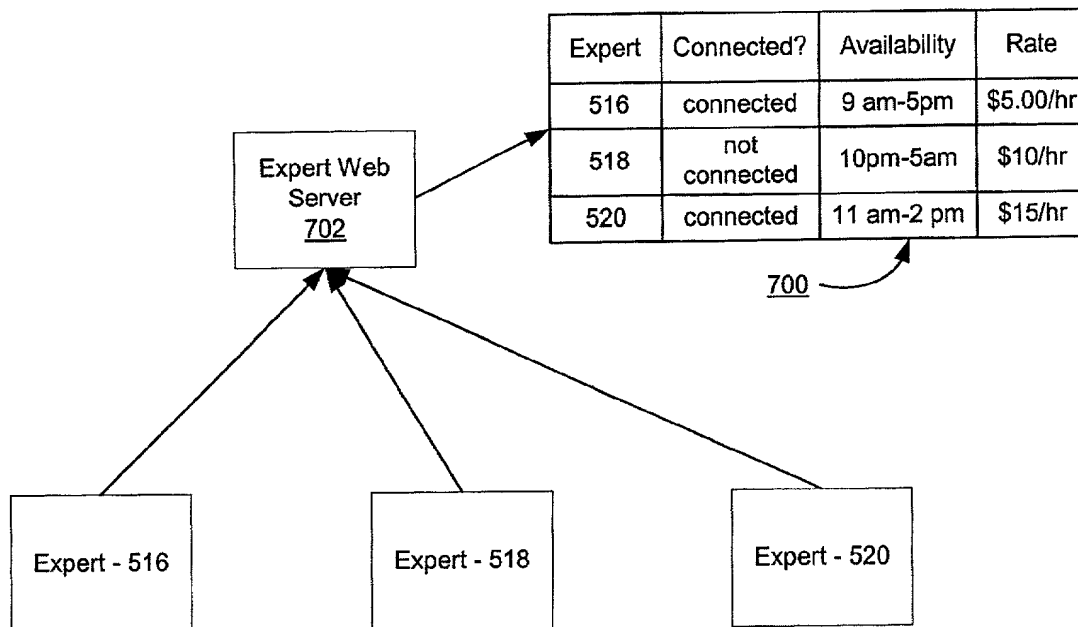Internet With an Expert
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```
┌──────────────┐          ┌──────────────┐
│  LIVE HELP   │          │   SEARCH     │
│  REQUEST     │ ───────> │    804       │
│    802       │          │              │
└──────────────┘          └──────────────┘
                                 │
                                 │
                                 ▼
                          ┌──────────────┐
                          │ Expert - 516 │
                          ├──────────────┤
                          │ Expert- 518  │
                          ├──────────────┤
                          │ Expert - 520 │
                          └──────────────┘
                                  806
```

Figure 8B

```
┌──────────────┐          ┌──────────────────┐
│  LIVE HELP   │          │  Expert web      │
│  REQUEST     │ ───────> │  server - 512    │
│    802       │          ├──────────────────┤        ┌──────────────┐
└──────────────┘          │  Expert web      │ ─────> │ Expert - 518 │
                          │  server - 514    │        ├──────────────┤
                          ├──────────────────┤        │ Expert - 520 │
                          │       •          │        └──────────────┘
                          │       •          │               810
                          │       •          │
                          ├──────────────────┤
                          │  Expert web      │
                          │  server - n      │
                          └──────────────────┘
                                  808
```
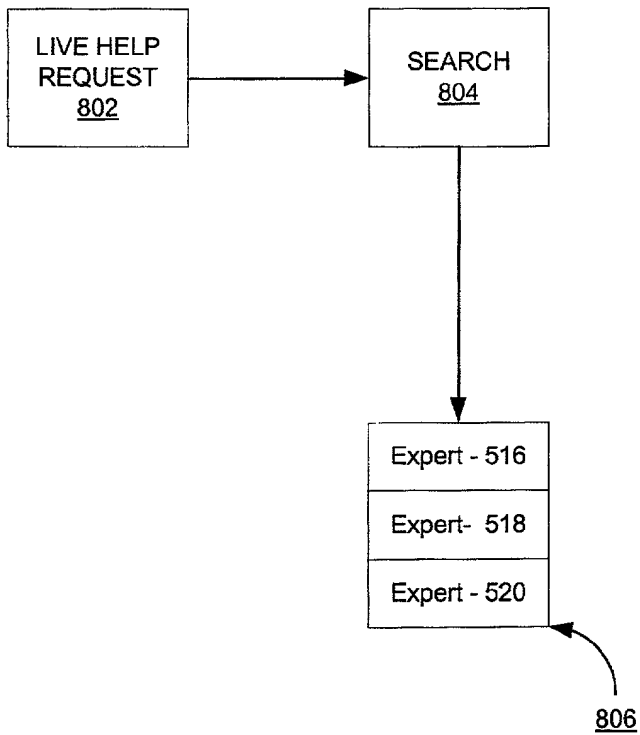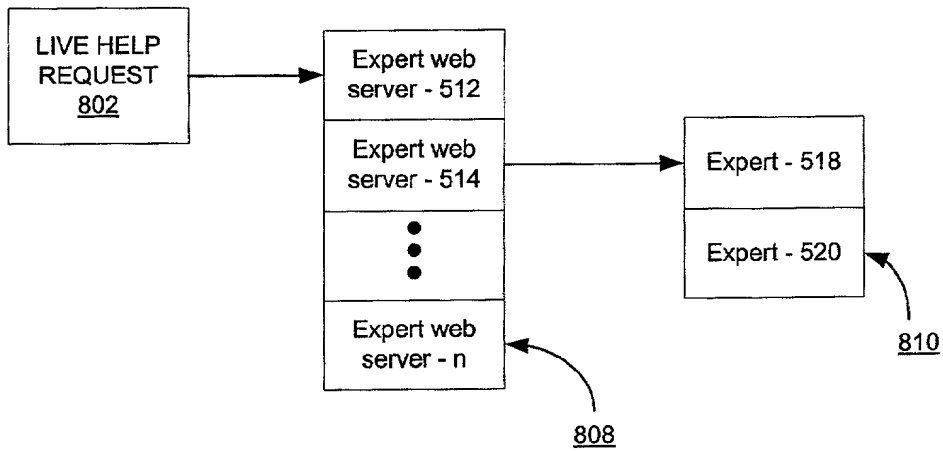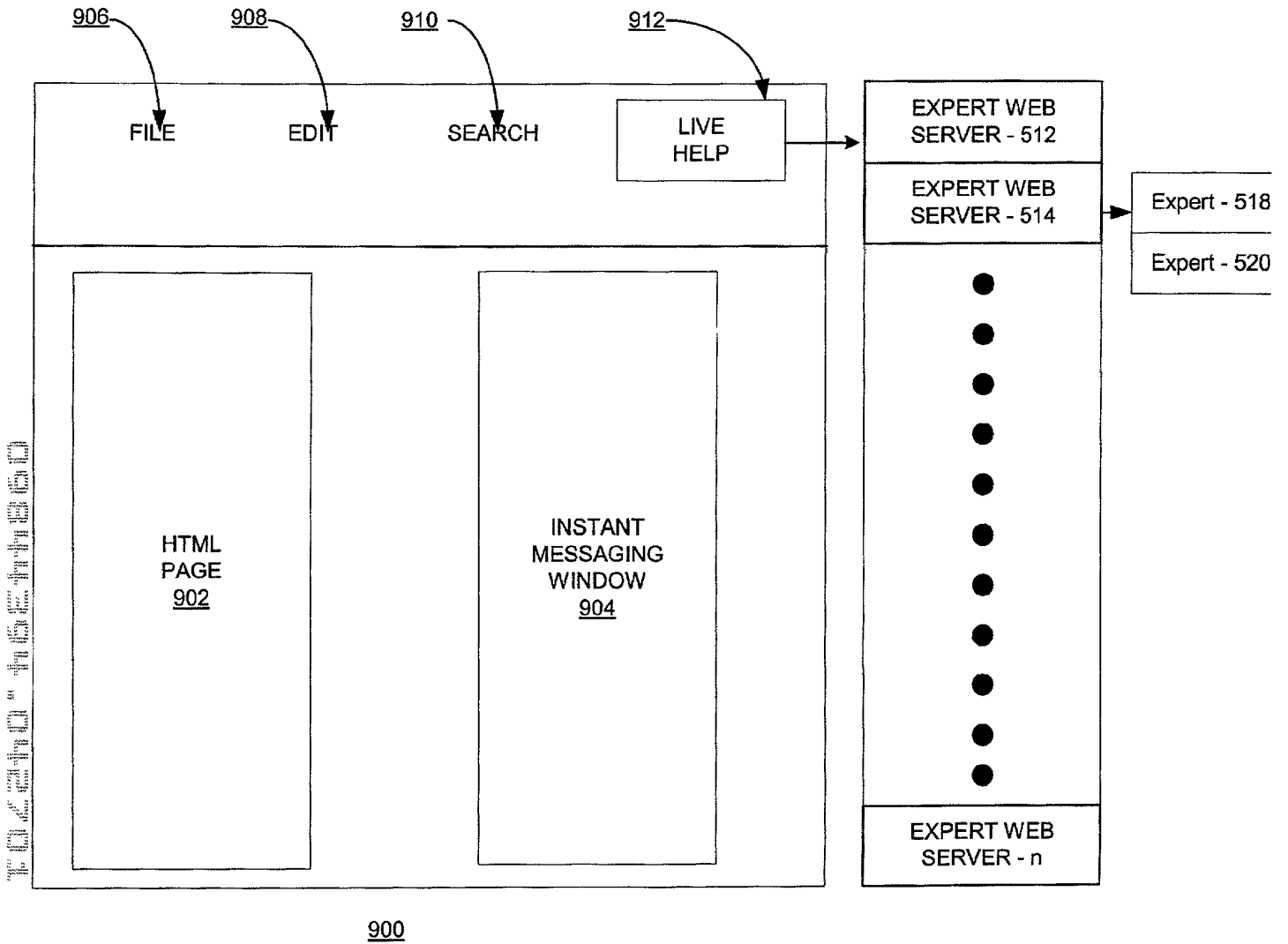
Figure 9

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906   908   910   912

FILE   EDIT   SEARCH   LIVE HELP

EXPERT WEB SERVER - 512

EXPERT WEB SERVER - 514

Expert - 518

Expert - 520

HTML PAGE
902

INSTANT MESSAGING WINDOW
904

EXPERT WEB SERVER - n

900

WEB SERVER - 1004

WEB PAGE - 1006

Network
1002

EXPERT SERVER - 1016

WEB
PAGE
1006

EXPERT,
PLEASE
TAKE ME TO
AN
ELECTRONIC
MEMORY
CHIP BUYING
SITE
1022

1026

CLIENT BROWSER - 1008

WEB PAGE
1006

HYPERLINK
1014

HERE WE GO
TO WEB
SITE. YOU
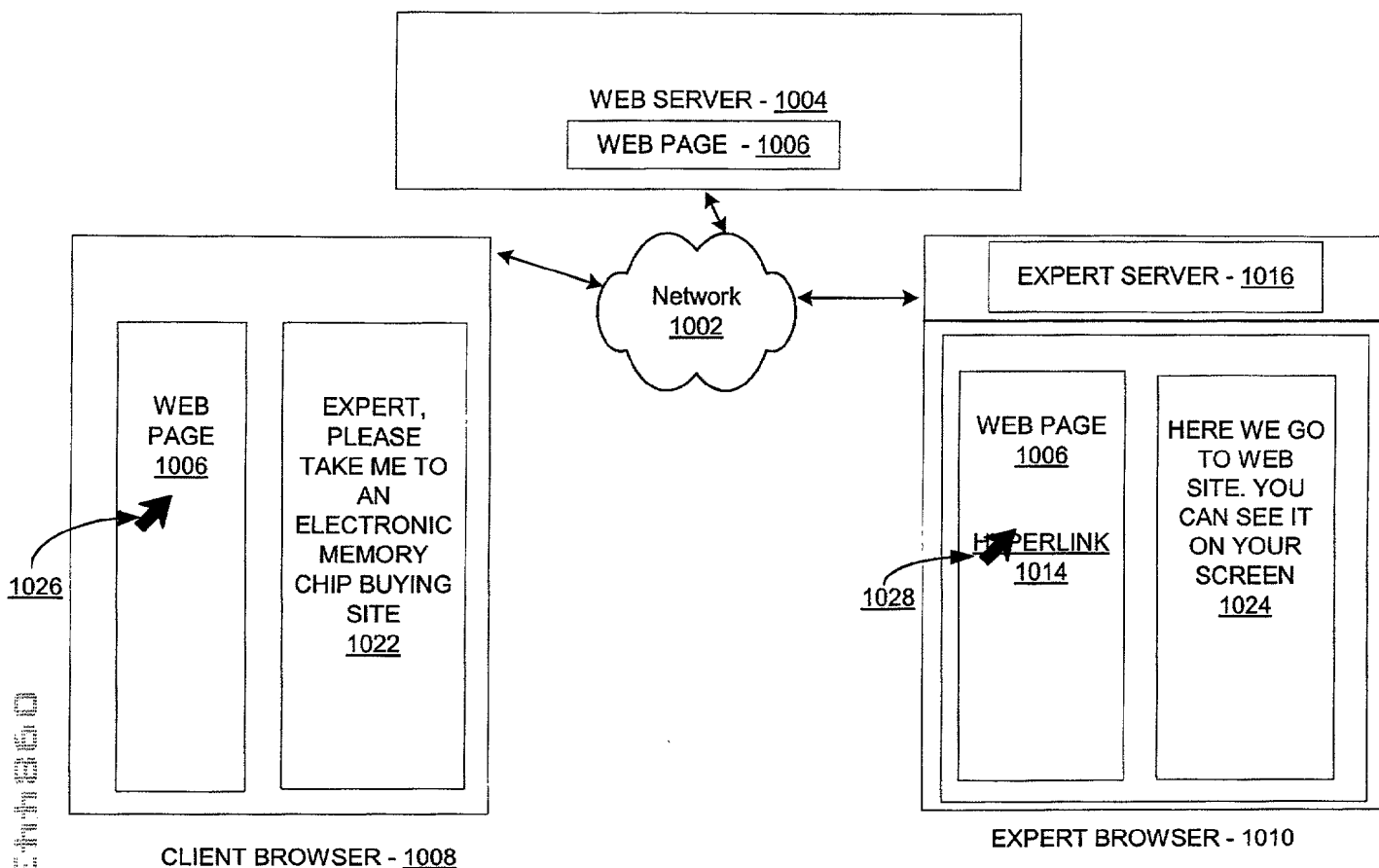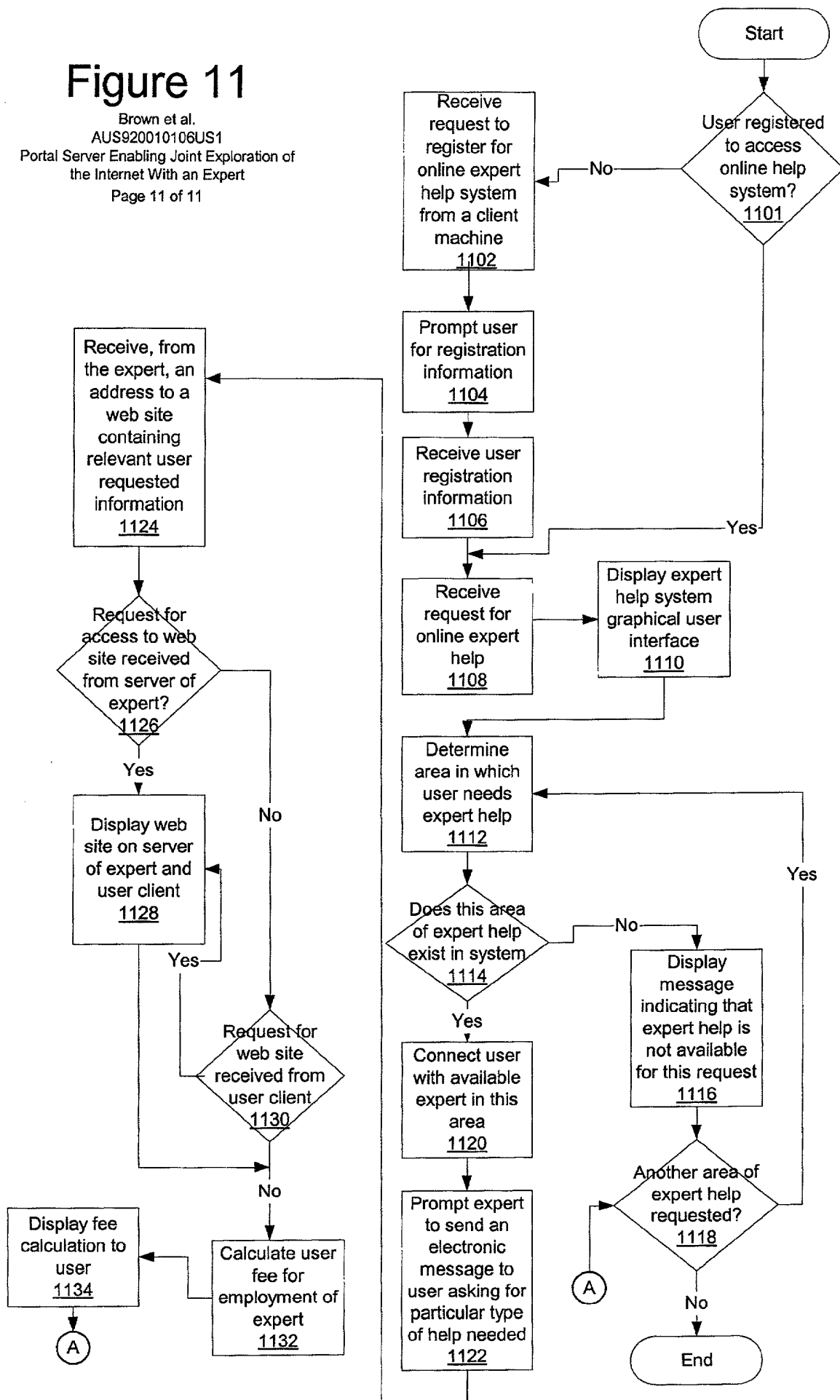CAN SEE IT
ON YOUR
SCREEN
1024

1028

EXPERT BROWSER - 1010

Figure 10

Figure 11

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Start

User registered to access online help system? 1101

No →

Receive request to register for online expert help system from a client machine 1102

↓

Prompt user for registration information 1104

↓

Receive user registration information 1106

Yes

Receive request for online expert help 1108

→ Display expert help system graphical user interface 1110

↓

Determine area in which user needs expert help 1112

↓

Does this area of expert help exist in system 1114

No → Display message indicating that expert help is not available for this request 1116

Yes

Connect user with available expert in this area 1120

↓

Prompt expert to send an electronic message to user asking for particular type of help needed 1122

Another area of expert help requested? 1118

Yes →

No

End

(A)

Receive, from the expert, an address to a web site containing relevant user requested information 1124

↓

Request for access to web site received from server of expert? 1126

Yes

Display web site on server of expert and user client 1128

No

Request for web site received from user client 1130

Yes

No

Calculate user fee for employment of expert 1132

→ Display fee calculation to user 1134

↓

(A)